



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SOCIAL SERVICES AIDE

Class No. 004911

■ CLASSIFICATION PURPOSE

Under general supervision, to perform routine non-technical work and support services for para-professional and professional employees assigned to various programs within the County's Health and Human Services Agency (HHSA); to act as a liaison between professional staff and service clientele in the community; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Social Services Aides are responsible for assisting professional and para-professional staff during interactions with clients. Social Services Aide is distinguished from higher-level professional and paraprofessional classes in that it has a limited degree of responsibility for making decisions. Positions are allocated to various programs or divisions within the HHSA, such as Public Health Services, Aging and Independence Services, and regional family resource centers.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Transports clients and family members, including children, to and from medical appointments and meetings with representatives of social service agencies; may transport family members and/or children of clients to locations within the county or to locations outside of the county and the state.
2. Assists clients and citizens by listening to their concerns, forming realistic definitions of their problems, and providing advice and information on available resources.
3. Represents clients if they are unable to represent themselves in obtaining appropriate community resources in order to help them achieve the maximum level of independence and self-sufficiency.
4. Assists clients by reading and interpreting data and information on laboratory slips, government forms, and other documents.
5. Assists clients in completing forms and/or reviews forms for accuracy and completeness.
6. Oversees visitation sessions involving clients and their children by observing and documenting interactions and behaviors while ensuring the safety of clients and children.
7. Provides guidance to clients on the roles of parents and effective parenting techniques.
8. Provides assistance to clients who use wheelchairs and other orthopedic devices.
9. Acts as liaison between clients and public and private agencies such as utility companies; may make inquiries or provide responses on behalf of clients.
10. Observes clients at their homes and makes referrals pertaining to suspected cases of child abuse and spouse battering; collects information from citizens and clients and documents responses or actions.
11. Retrieves and returns materials from files and may maintain files, records, and reports.
12. Uses automated case management programs and other computer applications; operates modern office equipment such as copying machines, fax machines, and telephones.
13. Explains procedures, available programs, health principles and home economics techniques to individuals and small informal groups.

14. Distributes materials and provides other assistance as needed during public education programs and meetings.
15. Assists paraprofessional and professional staff in interviewing clients and citizens and in recording responses.
16. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.
17. May lift and carry personal property belonging to clients and family members of clients.
18. May maintain the cleanliness and orderliness of visitation rooms.

#### Bilingual Assignment

Essential Functions:

All the functions listed above and

1. Translates oral and written English communications into clients' native languages.
2. Records responses in English or communicates responses in English to others.

#### ■ KNOWLEDGE, SKILLS, AND ABILITIES

##### Knowledge of:

- Simple arithmetic.
- Forms, policies, and procedures of assigned division of the HHSA.
- Principles of interviewing for the purpose of acquiring information.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

##### Skills and Abilities to:

- Remember and follow oral and written instructions.
- Read and understand written materials, such as rules and regulations and give clear and understandable interpretations and explanations to clients.
- Complete forms and compare or verify names and numbers for accuracy and completeness.
- File alphabetically and numerically.
- Perform simple arithmetic computations.
- Prioritize and organize assignments to complete work in a timely manner.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, clients, patients, representatives of outside agencies, and members of the public with courtesy and respect.
- Assess the customer/ client's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient, and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Effectively and safely use modern office equipment such as personal computers, copy machines, and telephones.

#### ■ EDUCATION/EXPERIENCE

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying education/experience is: graduation from high school or equivalent, and six (6) months of full time experience caring for, and helping social services or health services clients, patients, or other individuals within a hospital, school, institution or community-based agency.

#### ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, bending of neck and waist, and repetitive use of both hands to grasp and manipulate objects. Occasional: walking, standing, squatting, climbing, kneeling, crawling, pushing and pulling,

reaching above and below the shoulders, and lifting and carrying children and clients' and family members' personal items such as television sets, boxes, and bicycles, which may weigh up to 60 pounds.

#### ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

##### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

##### Certification/Registration

None required.

**Note:** Incumbents must successfully complete a training course on pre-responding to assaultive client behavior within the first 12 months of employment.

##### Working Conditions

The primary work setting takes place in the field when using vehicles to transport clients and family members. Work occasionally takes place in an office environment, which involves exposure to computer screens. Work may take place in locations that may have high incidents of crime or other hazards. Work may involve exposure to uneven ground, loud noises, and persons suffering from contagious diseases and other medical conditions. Work involves exposure to adults and children who may be agitated, unreasonable, upset, angry, hostile and emotionally disturbed. Incumbents must be available to work on a standby and call back basis in order to respond to emergencies occurring during evenings, weekends, or holidays.

##### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

##### Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: June 30, 1979**  
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